

Come work at CDSS where . . .

People come First!

Are you looking for an organization that values you as a person? Do you enjoy doing work that provides valuable information to others?

If so, the California Department of Social Services' Performance Monitoring and Research Bureau (PMRB) is looking for you!



Office Technician (Typing)
Salary Range: \$2,686 – 3,264

EMPLOYMENT OPPORTUNITY

Be a part of creating and providing valuable information used by program policy developers and decision makers. Under the supervision of the PMRB Chief (SSM II), the OT (T) functions as the Bureau Secretary and performs a variety of difficult and independent work to relieve the Chief of routine tasks. Duties include typing difficult and varied materials (often of a sensitive and/or confidential nature); answering telephones and directing calls to staff as appropriate; performing administrative duties; establishing and maintaining assignment logs; monitoring the assignment and progress of work verification case reviews; and providing support, along with another OT (T), for three other bureaus and the Assistant Branch Chief (RM III).

The OT (T) must be able to work well under pressure, in a team environment, and with changing priorities. The ideal candidate will possess strong organizational, multitasking, interpersonal, and communication skills. Applicants will be prescreened; only the most qualified will be interviewed. A duty statement is attached. The current physical work location is 2450 Del Paso Rd. Our office is scheduled to be relocated to 744 P Street in September. If you have further questions, please call (916) 928-2200.

Who May Apply and Required Information:

Eligible candidates are current state employees with status in the above classification, lateral transfers from an equivalent class, former state employees who can reinstate into this class, and persons who are reachable on a current employment list for this classification. Applicants must submit a standard State Application Form STD 678 with original signature. On your application, in Box 12, please state the basis of your eligibility to this classification and the position number (678-1139-001). Also, please provide proof of your eligibility, such as a copy of your exam results or evidence of your score, your SROA/surplus letter, etc. Failure to provide this information may result in your application not being considered for this position.

Final File Date: May 14, 2010

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information: Attention: Delores Ward
Performance Monitoring & Research Bureau
744 P Street, MS 20-56
Sacramento, CA 95814



December 29, 2008

Duty Statement
Performance Monitoring and Research Bureau
Office Technician (Typing)

Under the supervision of the Bureau Chief (SSM II) of the Performance Monitoring and Research Bureau (PMRB), the Office Technician (Typing), functions as the Bureau Secretary and performs a variety of difficult and independent work to relieve the Chief of routine tasks.

Specific Assignments

- 30% Type difficult and varied material such as statistical tables, charts, forms, and general correspondence. Assist managers and analytical staff in the development of unique charts, tables, and graphs to present complex statistical or research data. Type sensitive and/or confidential correspondence and documents regarding the Bureau's work verification functions.
- 20% Answer telephones for the Bureau and direct calls to staff as appropriate. Telephone calls are received from Departmental management, control and other state agencies, legislative staff, county welfare departments, and occasionally from the press and advocates.
- 15% Perform administrative duties including, but not limited to, developing and maintaining Bureau electronic and manual filing systems, ordering supplies, acting as Attendance Coordinator, creating and tracking personnel transaction packages, and assisting Bureau staff with travel arrangements and reimbursement claims.
- 15% Establish and maintain assignment logs for correspondence, special projects, legislation, regulation packages, all county letters, and federal reports. Monitor the assignment and progress of work verification case reviews. Notify staff and managers of project due dates and follow up to ensure timely completion.
- 10% Maintain the calendar for the Bureau Chief and schedule appointments based on subject priority. This involves understanding current program matters to ensure that highest priority assignments are properly scheduled.
- 10% Provide backup clerical coverage for other bureaus and perform other duties as required.

Supervision Received

The Office Technician is directly supervised by the Bureau Chief, but may receive assignments and direction from other Bureau Managers.

Supervision Exercised

None.

Personal Contacts

The Office Technician may have daily contact with all levels of Departmental employees, as well as representatives from other state agencies, the Health and Human Services Agency, and the federal government.

Actions and Consequences

Failure to use good judgment in handling sensitive and confidential material could jeopardize the timeliness and accuracy or unauthorized release of information.

Other Information

The Office Technician must have good interpersonal communication skills and be able to work well under pressure, in a team environment, and with changing priorities.

The incumbent is expected to have good qualitative analysis capabilities and work in a team setting and/or lead capacity. The incumbent is expected to be familiar with research, statistical and forecasting techniques, and the utilization of computer resources in the application of these techniques.